

## **Advocacy and Customer Service**

**Chris Phillips**, Chief

This section is responsible for providing consumer advocacy leadership.

It is responsible for:

- Ensuring that state-operated services and community-based systems remain compliant with rights protections for recipients of supports and services.
- Developing, maintaining and advancing relationships with advocacy organizations and ensuring that disability populations are adequately represented in the Division's planning, implementation, management and improvement efforts.

Consumers, family members and advocates are included in all functions of this section.

*Teams of this section include:*

- State Facilities Advocates Team;
- Customer Service and Community Rights Team
- Consumer Empowerment Team